

State Enhanced 9-1-1
Advisory Committee
Meeting Minutes
October 21, 2004

Members Present:

Vice Chair, Steve Reinke, *(non-voting member)*
Dan Aycock, *Member at Large*
Rebecca Beaton, *Washington Utilities and Transportation Commission (WUTC)*
JoAnn Boggs, *Rural Counties - East*
Jack Cvitanovic, *Department of Health*
Marlys Davis, *King County*
Stephanie Fritts, *Rural Counties - West*
Jon Kaino, *Washington State Association of Counties - West*
Marty Knorr, *Washington State Patrol (WSP)*
Chris Mace, *Washington Association of Sheriffs and Police Chiefs*
Jeanne Massingham, *Washington State Emergency Management Association (WSEMA)*
Lynn Mell, *T-Mobile USA - Wireless*
Lorlee Mizell, *Urban Counties - East*
Jim Potts, *Fire Protection Policy Board*
Jim Quackenbush, *National Emergency Number Association (NENA)*
Eric Torgeson, *Verizon*
Markus Volke, *Qwest*

Alternate Members Present:

Peggy Fouts, *Association of Public-Safety Communications Officials (APCO)*
Patti VonBargen, *Association of Washington Cities - East*

Guests Present:

Keith Flewelling *(Clark)* and Deanna Wells *(Cowlitz)*.

County Coordinators Present:

Kellie Ottmar *(Adams)*, Naomi Riggins *(Clallam)*, Roger Trump *(Columbia)*, Cindy Barnd *(Cowlitz)*, Mary Allen *(Grant)*, **Peggy Fouts** *(Grays Harbor)*, **Marlys Davis** *(King)*, **Steve Reinke** *(Kittitas)*, **Stephanie Fritts** *(Pacific)*, **JoAnn Boggs** *(Pend Oreille)*, Deb Welsh *(Skagit)*, Debby McCanna *(Stevens)*, **Jim Quackenbush** *(Thurston)*, Dan Bardsley *(Wahkiakum)*, **Dan Aycock** *(Walla Walla)*, **Patti VonBargen** *(Whitman)* and Wayne Wantland *(Yakima)*. .

State Office Staff Present:

Bob Oenning, Kurt Hardin, Catherine Bartholomew, David Irwin, William Boyd, Lorri Gifford, and Teresa Lewis.

Welcome and Introductions:

Steve Reinke called the meeting to order at 9:30 a.m. Members and guests introduced themselves.

Review and Approval of the Minutes (September 2, 2004): Jon Kaino requested that a change be made to the third bullet on page 2, specifically to end the sentence after FY04, removing everything after that. Repeat this same change on page 3, paragraph 6, and last sentence. ***Dan Aycock motioned to approve the minutes from the September 2, 2004 meeting as amended. Jon Kaino seconded the motion. The motion carried.***

Old Business:

Bob Oenning asked how the Advisory Committee wants to capture all the to-dos from each meeting. It was requested that the to-dos remain a part of the minutes but maybe as an addendum. The State Office will work on making this a user-friendlier document.

Bob Oenning referred to one of the do-outs from the September 2, 2004 meeting. The State Office was asked to work with the State Auditor's office in order to come up with a way to spend the encumbered FY04 funds. An email was sent to the Washington Military Finance office requesting a possibility of a multi-year project. The Military Department Finance Office replied it was not feasible, because E911 is an appropriated fund. This means we cannot carry funds over into the next biennium.

Kurt Hardin presented the FY04 expenditures overview (salary, CPE equipment, & operations). The question was raised if there was a common issue on why so much money was returned and/or not spent. Kurt Hardin commented that no, there was no common issue. Catherine Bartholomew stated some of the reasons were wireless revenue to the counties was greater than anticipated, counties received PSFA grants and counties negotiated lower than anticipated equipment pricing. .

Rebecca Beaton from the Washington Utilities and Transportation Commission (WUTC) reported on what is going on at the Commission, which will affect the E911 program.

- 1) The Emergency Management Division's E911 Excise Tax request for continuation at 20 cents. The staff recommended approval of this tax and it does not appear controversial. This request goes before the Commission on October 27, 2004 at the public meeting.
- 2) Sprint filed a wireless tariff for connection of wireless carriers to the Sprint wireline 911 network. The staff has recommending approval. This request goes before the Commission on October 27, 2004 at the public meeting.
- 3) The Emergency Management Division – E911 petition for rule-making. The State E911 Office filed this petition approximately a month and half ago to have all carriers be responsible for call transport to the E911 network. The petition could not be started at the adoption stage because it did not include rule language and had not gone through a hearing type process. Staff will recommend that the Commission reject this petition, and open a full rulemaking procedure and inquiry. The WUTC will send a letter to the State Office closing their petition and opening and inquiry into a rule for setting a demarcation point in the network for cost recovery purposes for all regulated wireline companies. Qwest and Verizon have already contacted the Commission to comment on this inquiry and to be a part of this process along with a number of counties. Rebecca Beaton stated this inquiry should be opening up sometime in early November 2004.
- 4) Verizon has filed a tariff for both wireline and wireless costs. This will come before the Commission's Public meeting on November 10, 2004 at 9:30. Rebecca stated that she would be sending out the information regarding this forum and putting together a list of those that would like to address the Commission regarding this issue.

Rebecca Beaton distributed a news article regarding the Commission's denial to Verizon Communications for a phone rate increase ***[ENCL 1]***. This was an interim rate increase of 27% - pending the general rate increase that is to go before the Commission in April 2005, which is at a substantial higher rate. Rebecca noted that interested individuals who have comments on any of these items should contact staff as early as possible in the process.

SUBCOMMITTEE REPORTS:

Wireless – Marlys Davis:

FCC Report – William Boyd presented the FCC report for October 21, 2004 [ENCL 2].

Phase I and Phase II Service Agreements – Marlys Davis referenced a Phase I/Phase II Service Agreement spreadsheet [ENCL 3] on the county status regarding signed service agreements. Marlys reported the State Office is waiting for a response from the Attorney General's Office on the cost recovery language in the service agreements. Marlys also reported the State Office is seeking an Attorney General's opinion on whether counties are still eligible to have their LEC interface costs funded by the State E-911 Office if they don't have service agreements.

Carrier Cost Recovery – Marlys stated that carrier cost recovery is currently on hold pending the January meeting with the legislators per the State Office. Some of the carriers expressed confusion about the fact that the service agreements reference HB2595, which established a funding mechanism for wireless 911, yet most non-contract counties have no cost recovery. Marlys Davis responded that the cost of providing wireless 911 service is very high, and most counties do not generate sufficient revenue to cover all costs. The FCC has indicated that county costs must be funded before carrier costs as does state policy. Non-contract counties get no assistance from the state funds, because their 911 costs do not exceed their local county E911 tax income.

Marlys Davis reported that the wireless workgroup is putting together a spreadsheet to show exactly how much wireless 911 service is costing in the State of Washington. Marlys handed out a spreadsheet [ENCL 4] showing which counties and carriers have submitted that information. Marlys noted that this information be provided to the workgroup in ample time for analysis before the January 2005 Legislative Forum.

Kurt Hardin presented the Phase I [ENCL 5] and Phase II [ENCL 8] county status color charts. Kurt requested the counties to inform the State Office when a new wireless carrier offers service in the county. Information updates should be forwarded to Blessing Guillermo at B.Guillermo@emd.wa.gov. Information may be accessed on the website located at: <http://emd.wa.gov/2-e911/wireless/04-cvr-maps.htm>.

Default Routing by MSC – Marlys Davis handed out a spreadsheet regarding Wireless Default Routing at the PSAP Level [ENCL 6]. Information was sent to all the counties requesting clarification on how they would like default routing and over-flow calls handled. The counties were asked to send instructions to the carriers on how to handle default routing and over-flow calls. The spreadsheet shows the counties who have already contacted the carriers and how to handle those types of calls. Marlys Davis referred to a handout regarding the Washington AT&T GSM Network E911 Default Zones [ENCL 7]. Marlys explained how this is an attempt by AT&T to make their default zones smaller than the switch coverage area.

Class of Service for Wireless - Marlys Davis indicated the last update from Intrado shows that of 43 P-ANI ranges, 10 are still programmed to display "MOBL" and 11 are still programmed to display "CELL" rather than the correct class of service of "WRLS". Carriers are encouraged to coordinate with Intrado and TCS to fix their displays.

E911 State Webpage – Marlys Davis discussed how the map would show which counties have deployed Phase II. The decision was to not show any deployment of Phase II if not countywide, due to the confusion it would cause with only showing partial deployment for a county and/or for the entire state.

Pre-Paid Wireless – Marlys stated the State Office was contacted by the state Department of Revenue. The Department of Revenue has not established a policy on when tax revenues on prepaid wireless should be paid, except that carriers are obligated to submit payment. The Department of Revenue indicated that a few carriers have been reluctant to submit prepaid tax revenues. It was reported that AT&T Wireless takes the

state and local taxes out of their operational funds, and these taxes are not collected from their customers. T-Mobile also deals with prepaid this way. Marlys relayed the carriers are concerned that it would be very difficult if the State starts regulating how taxes will be paid, since there is no easy way to calculate taxes on prepaid. The State Office will continue to monitor the situation.

Voice Over Internet Protocol (VoIP) – Marlys Davis referenced a handout from the State Office regarding a list of the VoIP providers in Washington State [ENCL 9]. William Boyd reported this list is only of the VoIP providers that have been submitted to the State Office at this time. If someone has had contact with a carrier that will be offering VoIP service, please contact William Boyd to have the VoIP service provider added to the list.

Public Education – Peggy Fouts:

Peggy Fouts reported that a new brochure on the accidental 911 dialing and Phase II information is being developed. Peggy stated the workgroup would review the inappropriate 911 dialing survey to ensure that correct information is provided. Peggy Fouts announced that next month the workgroup will review a 911 presentation developed by Tim Quig, a telecommunicators in Columbia County. There is a possibility that this presentation may be expanded for the use in the entire state. The thought is to video tape the presentation and then disseminate it to all the counties to use at state fairs and other public gatherings. This presentation would be about the basics of 911, Phase I and Phase II.

Policy Workgroup – Peggy Fouts:

Peggy Fouts announced that the workgroup met for the first time on October 20 and went through information that was received from both the state office and the coordinator forum. The workgroup has five more meetings schedule through the remainder of the year and will submit a final recommendation to the Advisory Committee at its January 2005 meeting.

Training – Peggy Fouts:

Asked that we refer to the quarterly report prepared by the Washington State Criminal Justice Training Commission [ENCL 10].

Regionalization WAC Workgroup – Steve Reinke:

Steve Reinke clarified that this workgroup's purpose is to have those counties that have regionalized and/or counties that are inter-local entities to work directly with the State Office instead of having everything run through the county government. Steve stated that until the State Office receives the AAG's Opinion on this issue, the workgroup is at a standstill. The current workgroup members are as follows: Steve Reinke (chair), Terry Thornberry, Deb Welsh, Cindy Barnd, Jim Quackenbush, Mary Allen, Naomi Riggins, Kurt Hardin and David Irwin. Kurt Hardin noted that the AAG who reports to the State E911 Office is on family medical leave. The Attorney General's Office contacted the State Office to inform them that a new AAG has been assigned to deal with E911 issues. Kurt Hardin stated contact has been made with the new AAG and now the process of informing the new AAG about E911 issues will begin.

STATE OFFICE REPORTS:

Financial Status:

Catherine Bartholomew of the State Office presented the wireless and wireline color-coded county charts depicting the county expenditure status. The Wireline and Wireless Fund Fiscal Year-To-Date chart [ENCL 11] shows the current revenue and expenditures as of August 31, 2004. This chart will tract the revenue and expenditures for the entire fiscal year. The Wireline and Wireless fiscal year to date slide [ENCL 12] shows the current budget by line item and expenditures as of August 31, 2004.

Legislative Issues:

911 Legislation – Bob Oenning noted United States Senate Bill 1250 is ready to pass, but Senator Sununu is holding it up. If this bill is released then it should pass around November 16 or 17, 2004.

Bob Oenning talked about the Northwest Warning Alert & Response Network and directed everyone to check out the website at <http://www.nwwarn.gov>. This is a system that sends out emails regarding events and other things from the Department of Homeland Security. It is also used for notifying the Department of Homeland Security of potential items of interest.

Bob reported on the NASNA 's workgroup, Third-Party User's Group (TPUG). This workgroup is tackling the following issues: data format consistency, PSAP registry, single-points of contact, data collection, and communications with customers.

New Business:

Bob Oenning reported that Pierce County requested assistance for a new phone system for the Washington State Patrol (WSP) Tacoma Office. The State Office rejected that request because it came from a county not eligible for reimbursement. Bob also stated that if Pierce County designates that PSAP as a primary for answering wireless calls then under WAC 118-66-045 WSP is eligible for partial funding for a new phone system. The amount requested for the new phone system is \$389,000. According to the formula in the WAC only about 41% of the requested amount would be eligible for funding.

Bob Oenning requested volunteers from the Advisory Committee and County Coordinators to be involved in a workgroup dealing with Infra-Structure Protection. The Emergency Management Division is working on a survey about infrastructure protection (roads, bridges, PSAPs, etc) and is developing a plan, which will prioritize what facilities need attention first. The following county representatives volunteered: Wayne Wantland (Yakima), Cindy Barnd (Cowlitz), Dan Aycock (Walla Walla), and Steve Reinke (Kittitas). This will be a short-lived group, but a plan needs to be written on how to protect the infrastructure of Washington State.

Bob Oenning also requested for volunteers to take part in another workgroup dealing with Emergency Alert System (EAS) Notification for 911 Outages. The following people volunteered: Wayne Wantland (Yakima), Lorlee Mizell (Spokane), and Deb Welsh (Skagit). Bob Oenning is asking for any protocols already in place in a county to be sent to him for inclusion of ideas in a generic version, which may be utilized by all counties.

Rebecca Beaton announced that the Commission was informed on Tuesday, October 19, 2004 that 70 % of AT&T local services, wireline employees were let go. At this time no local representative in the state of Washington for AT&T. The only representative is out of Colorado and will be representing 14 states. The Commission is uncertain at this time of the where the potential AT&T filing on 911 cost recovery is at and who will be doing it.

Bob Oenning reported that the FCC approved broadband over power lines.

Marlys Davis raised a major concern regarding the On-Star ads that are being aired at this time. These ads are clearly 911 situations and it depicts On-Star as the first call and then they transfer to a PSAP. There are serious concerns regarding these ads in the 911 community. The question was asked is there anything that can be done to make On-Star stop airing these ads. Bob Oenning stated that he would look into it.

Marlys Davis reported that when transferring 911 calls to another PSAP, you should to stay on the line and verify that the call has been transferred. Marlys stated that this practice has fallen by the wayside over the years. Recently King County has had two situations where this lack of practice was associated with fatality events. There was a request to have Marlys send out the details to the counties to use these situations as training models for all PSAP call-takers. It was asked if there are any PSAP 911 best practices statewide. Bob Oenning stated that NENA has a list, but that it might be a better plan for the counties to come up with one to be used within the State of Washington.

The next meeting will be held THURSDAY, NOVEMBER 18, 2004 at THE RADISSON SEATAC HOTEL.

ACTION ITEMS from October 21, 2004 meeting:

- ◆ *Dan Aycock motioned to approve the minutes from the September 2, 2004 meeting as amended. Jon Kaino seconded the motion. The motion carried.*

ACTION ITEMS from September 2, 2004 meeting:

- ◆ The counties want to revisit the cap on category items and possibly change them. *Referred to the Policy Workgroup for review.*
- ◆ Bob Oenning stated the State Office would redefine what is eligible for the CAD systems (logging recorders and clock synchronizers). *Referred to the Policy Workgroup, very complex task.*
- ◆ There was a request to have the State Office compile a spreadsheet showing the cost savings per county for the network changes if a statewide contract was instituted. *Started – Information required from counties to complete.*
- ◆ Marlys Davis requested an AAG opinion about the legality of spending 911 funds to pay for 911 components in counties that have more than one PSAP and who cannot document that they are not using their full local tax on WAC eligible items. *Completed on October 6, 2004 – sent AAG request forward.*
- ◆ There were numerous requests for a cost analysis to be prepared by the State Office to see what policies would need to be changed and what these changes would actually mean to the counties. *The State Office needs clarification on exactly what the Advisory Committee is asking for.*
- ◆ It was requested that the State Office prepare a synopsis of the AAG's Opinion regarding spending 911 funds and those spending levels. *On hold at the present due to the AAG being out of the office.*
- ◆ There was a request to obtain an AAG Opinion on the ability for the State Office to work directly with the PSAPs on contracts without going through the county. *Completed on October 4, 2004 – sent AAG request forward.*
- ◆ Steve Reinke requested the State Office prepare an analysis on whether the State is willing to pay for an additional 10-digit emergency line dedicated to receiving VoIP emergency calls. *Started – Policy from State Office in review process.*